

**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 1**

Open to: The Public
Location: CONNECTICUT VALLEY HOSPITAL
Program/Unit: ADMINISTRATIVE & SUPPORT SERVICES DIVISION ~ INFORMATION TECHNOLOGY
Job Posting #: CV~80190
Shift/Schedule/Hours: 1st Shift / Monday through Friday / 8:30 a.m. to 4:00 p.m. / 35 hours weekly
Salary Range: \$57,211 to \$73,248
Closing Date: September 18, 2014

Eligibility: This is a competitive position. Candidates must have applied for and passed the EXAM TITLE exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

Duties of this position include but are not limited to: Answers calls, email and personnel requests for technical support; tracks status of all problems in our electronic ticketing system and monitors open problems; resolves simple to moderate problems including providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance. Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; images PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; performs related duties as required. Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users. Considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and concepts of network environments; knowledge of computer operating systems including Windows 7; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable knowledge with Microsoft Office 2010 products, ability to install and maintain microcomputer hardware, and software components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to identify, analyze and resolve simple business and technical problems. Good oral and written communication skills and dealing with customer service and able to work in a team environment as well as independently.

Note: Applicants will be selected in accordance with reemployment, SEBAC, transfer, promotion, collective bargaining unit contract language, merit employment lists and DMHAS affirmative action goals. Therefore, State employees will generally be considered before applicants from outside State service.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit the State of Connecticut Application for Examination and Employment (CT-HR-12). The position number must be noted at the bottom of Page One of the State of Connecticut Application (CT-HR-12).

PLEASE SEND APPLICATIONS TO:

**Connecticut Valley Hospital
Page Hall ~ Human Resources Division
P.O. BOX 351 ~ Silver Street
Middletown, CT 06457
Fax: (860) 262-5055 - E-Mail: CVH-RECRUIT@ct.gov**

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities. (P-4)